

FollowMyHealth™ User Tips and Guidelines

Once you have created your account and accessed your health information, we want your online experience to be a positive one. Below are some tips and guidelines to help you make the most of your universal health record.

Appointments

- When scheduling an appointment, be as specific as possible by entering the timeframe you desire and the reason for the appointment. If you do not specify a timeframe, the office will schedule the appointment based on physician availability.
- Appointments cannot be scheduled, cancelled or rescheduled on the same day. To make changes to or request a same day appointment, you will need to call the office.
- Multiple physicians may appear on your health record. This indicates you have either seen them or they have participated in managing your care. Please only request appointments with your primary care physician or specialist.

Prescription Refills

- You may see medications that have been prescribed by physicians other than your PriMed physician. Prescription refills can only be requested on medications that have been prescribed by your physician or one of their partners.
- Refill requests made through the portal can take up to two business days to process. After that time, call your pharmacy to verify they have received notification from your physician. Requests can still be made by calling your pharmacy.

Messaging

- Information you add or change within the My Info section of your portal is not transmitted to the office. Any additions or changes you want your healthcare team to know about can be communicated by sending a secure message from the Messages section of the portal.
- You will be notified by email whenever the office updates your health information. You can choose to also receive these notifications as text messages on your cell phone or eliminate notifications altogether. To manage your notifications, go to My Account and then Preferences.

Health Information

- Test results, such as lab work, will not immediately appear online until reviewed by your physician.
- For questions or concerns about your health information, please contact the office. For technical issues with the portal, click on My Account at the top of the screen and select the Support link.

FollowMyHealth should never be used for urgent medical matters. If you need urgent medical assistance, call 911.

If you need a response from the office within 24 hours, please call the office.

It may take up to three business days to receive a response to any FollowMyHealth communication with the office.